

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Monday, August 22, 2022 12:48:44 PM

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[REDACTED]
Subject: Chat Transcript (e-mail)
To: NHTSACHAT@telesishq.com
Cc: [REDACTED]

#source: webchat

Good Morning, my husband [REDACTED] [REDACTED] mailed a packet to your office a few weeks ago regarding my 2013 Hyundai Elantra. My tracking #11466640. I also sent the packet of documents to our West Virginia Attorney generals office and they sent us a letter 8/11/22 that they are taking my case. We have not received any verification from your office and understand you have a tremendous amount on your plate. We pray you consider our case because this has been such a nightmare with Hyundai Motor America and the case manager who has made many promises and confirmed the 1.8L engine was in fact defective and would fail since coming off the line in 2011. I have almost been killed many times on the interstate due to immediate loss of acceleration from 70mph and drop to 60 then 50mph within seconds which tractor trailers and cars have had to slam on the breaks and swerve to avoid slamming into me. Also Massey Hyundai Dealership in Hagerstown MD service manager Donnie confirmed that Hyundai Motor America is and has been aware the 1.8l engine is and has been defective since 2011 and Hyundai Motor America is denying thousands of repairs. My packet I mailed was recived by your office and it has all documents including the law firm M&R had me include the class action suit court docket with all my documents. I pray you will join the WV attorney General in my case. Have a blessed day and hope to hear back soon.

[To:] NHTSA Hotline

The above message was sent when you were offline, via your LivePerson account.

Message sent from email address: {e-mail address}

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